

PATENT COOPERATION TREATY

PCT

NOTIFICATION OF ELECTION

(PCT Rule 61.2)

From the INTERNATIONAL BUREAU

To:

Commissioner
US Department of Commerce
United States Patent and Trademark
Office, PCT
2011 South Clark Place Room
CP2/5C24
Arlington, VA 22202
ETATS-UNIS D'AMERIQUE

in its capacity as elected Office

Date of mailing (day/month/year) 18 January 2001 (18.01.01)	
International application No. PCT/AU00/00430	Applicant's or agent's file reference
International filing date (day/month/year) 11 May 2000 (11.05.00)	Priority date (day/month/year) 11 May 1999 (11.05.99)
Applicant MCNAMEE, John, Christopher	

1. The designated Office is hereby notified of its election made:



in the demand filed with the International Preliminary Examining Authority on:

08 December 2000 (08.12.00)



in a notice effecting later election filed with the International Bureau on:

2. The election ☒ was

was not

made before the expiration of 19 months from the priority date or, where Rule 32 applies, within the time limit under Rule 32.2(b).

The International Bureau of WIPO 34, chemin des Colombettes 1211 Geneva 20, Switzerland Facsimile No.: (41-22) 740.14.35	Authorized officer R. E. Stoffel Telephone No.: (41-22) 338.83.38
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19

PATENT COOPERATION TREATY
PCT
INTERNATIONAL PRELIMINARY EXAMINATION REPORT
(PCT Article 36 and Rule 70)

REC'D 17 SEP 2001

WIPO PCT

Applicant's or agent's file reference SJS:MBJ:FP12419	FOR FURTHER ACTION	See Notification of Transmittal of International Preliminary Examination Report (Form PCT/IPEA/416).
International Application No. PCT/AU00/00430	International Filing Date (day/month/year) 11 May 2000	Priority Date (day/month/year) 11 May 1999
International Patent Classification (IPC) or national classification and IPC Int. Cl. ⁷ H04L 12/66, H04M 1/64, 3/50, G06F 13/38		
Applicant VISTA GROUP PTY LIMITED et al		

1.	This international preliminary examination report has been prepared by this International Preliminary Examining Authority and is transmitted to the applicant according to Article 36.
2.	This REPORT consists of a total of 4 sheets, including this cover sheet. <input checked="" type="checkbox"/> This report is also accompanied by ANNEXES, i.e., sheets of the description, claims and/or drawings which have been amended and are the basis for this report and/or sheets containing rectifications made before this Authority (see Rule 70.16 and Section 607 of the Administrative Instructions under the PCT). These annexes consist of a total of 10 sheet(s).
3.	This report contains indications relating to the following items: I <input checked="" type="checkbox"/> Basis of the report II <input type="checkbox"/> Priority III <input type="checkbox"/> Non-establishment of opinion with regard to novelty, inventive step and industrial applicability IV <input checked="" type="checkbox"/> Lack of unity of invention V <input checked="" type="checkbox"/> Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement VI <input type="checkbox"/> Certain documents cited VII <input type="checkbox"/> Certain defects in the international application VIII <input type="checkbox"/> Certain observations on the international application

Date of submission of the demand 8 December 2000	Date of completion of the report 7 September 2001
Name and mailing address of the IPEA/AU AUSTRALIAN PATENT OFFICE PO BOX 200, WODEN ACT 2606, AUSTRALIA E-mail address: pct@ipaaustralia.gov.au Facsimile No. (02) 6285 3929	Authorized Officer J.W. THOMSON Telephone No. (02) 6283 2214

PATENT COOPERATION TREATY
PCT
INTERNATIONAL PRELIMINARY EXAMINATION REPORT
(PCT Article 36 and Rule 70)

Applicant's or agent's file reference SJS:MBJ:FP12419	FOR FURTHER ACTION	See Notification of Transmittal of International Preliminary Examination Report (Form PCT/IPEA/416).
International Application No. PCT/AU00/00430	International Filing Date (day/month/year) 11 May 2000	Priority Date (day/month/year) 11 May 1999
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☒ This report is also accompanied by ANNEXES, i.e., sheets of the description, claims and/or drawings which have been amended and are the basis for this report and/or sheets containing rectifications made before this Authority (see Rule 70.16 and Section 607 of the Administrative Instructions under the PCT).

These annexes consist of a total of 10 sheet(s).

3. This report contains indications relating to the following items:

I	<input checked="" type="checkbox"/>	Basis of the report
II	<input type="checkbox"/>	Priority
III	<input type="checkbox"/>	Non-establishment of opinion with regard to novelty, inventive step and industrial applicability
IV	<input checked="" type="checkbox"/>	Lack of unity of invention
V	<input checked="" type="checkbox"/>	Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement
VI	<input type="checkbox"/>	Certain documents cited
VII	<input type="checkbox"/>	Certain defects in the international application
VIII	<input type="checkbox"/>	Certain observations on the international application

Date of submission of the demand 8 December 2000	Date of completion of the report 7 September 2001
Name and mailing address of the IPEA/AU AUSTRALIAN PATENT OFFICE PO BOX 200, WODEN ACT 2606, AUSTRALIA E-mail address: pct@ipaaustralia.gov.au Facsimile No. (02) 6285 3929	Authorized Officer J.W. THOMSON Telephone No. (02) 6283 2214

International application No.

PCT/AU00/00430

I. Basis of the report

1. With regard to the elements of the international application:*

- ☐ the international application as originally filed.
- ☒ the description, pages 6 - 23, as originally filed,
pages , filed with the demand,
pages 1 - 5A, received on 15 August 2001 with the letter of 15 August 2001
- ☒ the claims, pages 28, as originally filed,
pages , as amended (together with any statement) under Article 19,
pages , filed with the demand,
pages 24 - 27, received on 15 August 2001 with the letter of 15 August 2001
- ☒ the drawings, pages 1 - 9, as originally filed,
pages , filed with the demand,
pages , received on with the letter of
- ☐ the sequence listing part of the description:
pages , as originally filed
pages , filed with the demand
pages , received on with the letter of

2. With regard to the language, all the elements marked above were available or furnished to this Authority in the language in which the international application was filed, unless otherwise indicated under this item. These elements were available or furnished to this Authority in the following language which is:

- ☐ the language of a translation furnished for the purposes of international search (under Rule 23.1(b)).
- ☐ the language of publication of the international application (under Rule 48.3(b)).
- ☐ the language of the translation furnished for the purposes of international preliminary examination (under Rules 55.2 and/or 55.3).

3. With regard to any nucleotide and/or amino acid sequence disclosed in the international application, the international preliminary examination was carried out on the basis of the sequence listing:

- ☐ contained in the international application in written form.
- ☐ filed together with the international application in computer readable form.
- ☐ furnished subsequently to this Authority in written form.
- ☐ furnished subsequently to this Authority in computer readable form.
- ☐ The statement that the subsequently furnished written sequence listing does not go beyond the disclosure in the international application as filed has been furnished.
- ☐ The statement that the information recorded in computer readable form is identical to the written sequence listing has been furnished

4. ☐ The amendments have resulted in the cancellation of:

- ☐ the description, pages
- ☐ the claims, Nos.
- ☐ the drawings, sheets/fig.

5. ☐ This report has been established as if (some of) the amendments had not been made, since they have been considered to go beyond the disclosure as filed, as indicated in the Supplemental Box (Rule 70.2(c)).**

* Replacement sheets which have been furnished to the receiving Office in response to an invitation under Article 14 are referred to in this report as "originally filed" and are not annexed to this report since they do not contain amendments (Rules 70.16 and 70.17).

** Any replacement sheet containing such amendments must be referred to under item 1 and annexed to this report

INTERNATIONAL PRELIMINARY EXAMINATION REPORT

International application No.

PCT/AU00/00430

IV. Lack of unity of invention

1. In response to the invitation to restrict or pay additional fees the applicant has:

- ☐ restricted the claims.
- ☐ paid additional fees.
- ☐ paid additional fees under protest.
- ☐ neither restricted nor paid additional fees.

2. ☐ This Authority found that the requirement of unity of invention is not complied with and chose, according to Rule 68.1, not to invite the applicant to restrict or pay additional fees.

3. This Authority considers that the requirement of unity of invention in accordance with Rules 13.1, 13.2 and 13.3 is

- ☐ complied with.
- ☒ not complied with for the following reasons:

The specification claims four mutually independent inventions.

- 1. Claim 1. Mail system with two active links
- 2. Claim 9. Mail system with GUI structure conveyed to user.
- 3. Claims 11 and 18. Telecommunications network for financial transactions.
- 4. Claim 20. Telecommunications network with RAM for receiving external software.

Since these independent claims share no common special technical feature the application lacks unity of invention.

4. Consequently, the following parts of the international application were the subject of international preliminary examination in establishing this report:

- ☒ all parts.
- ☐ the parts relating to claims Nos.

International application No.
PCT/AU00/00430

V. Reasoned statement under Article 35(2) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement

1.	Statement		
	Novelty (N)	Claims 1 - 32	YES
		Claims	NO
	Inventive step (IS)	Claims 1 - 32	YES
		Claims	NO
	Industrial applicability (IA)	Claims 1 - 32	YES
		Claims	NO

2. Citations and explanations (Rule 70.7)

WO 99/21344
US 5867495
US 5568540
WO 96/20553
US 5473143
US 5349636
US 5220501
WO 97/50236

These citations do not disclose the inventions as defined in claims 1 to 32.

- 1 -

TELECOMMUNICATIONS SYSTEM

The invention is described in the following statement:

5 The invention relates to improvements in telecommunications systems. The invention has application in telecommunications systems that support an interactive voice structure. The invention also relates to telecommunications systems that provide document delivery services and/or financial services through a telecommunications network. The invention further relates to a telecommunications system structure that can be used in implementing the above systems though the structure also has application in more conventional systems.

10 In the specification, the term "messages" is used broadly and will be understood to mean audible messages, facsimile messages, electronic messages, that is, messages such as e-mail, voice messages, or any other information which is audible or viewable or convertible to a format which is audible or viewable.

15 In this specification, the terms 'voice messages', 'voice documents' and 'voice files' will be understood to mean messages, documents and files which contain information which is readily convertible into audible format.

20 In a first form, the invention resides in a mail system accessible by a caller using a first communications link, said system including:

a plurality of client mail accounts, each client mail account being associated with a client;

- 25 means for receiving and storing messages in the client mail accounts;
means for identifying and verifying the identity of a caller;
means for retrieving messages from the client mail accounts;
means for establishing a second communications link from the mail system to an address selected by a caller;
30 means for connecting the caller through the first communications link to the second communications link and thereby to the selected address; and
means for maintaining the first communications link upon termination of the second communications link.

- 2 -

In a second embodiment, the second communications link connects the client to one of a limited number of addresses specified by the client for that client account.

5 Preferably, the first communications link connects the mail system to a user interface. The user interface is preferably a telephone, cellular phone, pager, computing device, or Wireless Application Protocol (WAP) terminal.

10 Preferably, the second communications link connects the mail system to an extension of a telephone network, for example a Public Switched Telephone Network (PSTN), and the mail system further includes means for detecting a busy or engaged signal on said extension, and means for automatically establishing the second communications link between said client and said extension through said mail system when said busy signal or said engaged signal is no longer detected.

15 Preferably, the mail system further includes means for storing messages in a client account in electronic form such that said messages can be retrieved by a client using a computing device and a modem.

20 Preferably, the mail system further includes means for converting messages stored in electronic form to voice messages so that a client may receive voice messages from the mail system.

25 The mail system preferably further includes voice recognition means adapted to recognise speech and to generate system commands in response to the recognised speech.

A second form of the invention resides in a mail system including:

- 30
- a voice user interface;
 - a graphical user interface;
 - a user menu having a plurality of user selectable options, each user having an associated user menu;
 - means to convey said user menu to a user through said voice user interface;

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- 3 -

and

means to convey said user menu to a user through said graphical user interface;

wherein the user menu associated with each user is customisable by the user using either the voice user interface or the graphical user interface.

Preferably, the form of the path structure conveyed through the voice user interface corresponds to the form of the path structure conveyed through the graphical user interface.

This form of the invention provides a more user friendly mail system than prior art systems because the user is able to connect to the system and receive the system options in either a voice format or a graphical format.

This form of the invention also provides a more user friendly mail system than prior art systems because system familiarisation and customisation obtained by the user through use of the graphical user interface allows the user to conjure a mental image when using the voice interface.

In a third form, the invention resides in a mail system including a plurality of user mail accounts, means to access said system from an external communications link, distributing means adapted to distribute a plurality of documents to a plurality of user mail accounts through said external communications link, means for facilitating access by a user to a user mail account associated with the user, and means for retrieving documents stored in the user mail account.

Preferably, in each of the abovementioned forms of the invention, the mail system is a voicemail system.

In a fourth form, the invention resides in a telecommunications network including:

a plurality of user accounts, each user account being associated with a

- 4 -

user and each user account including a user message account and a user financial account, the user message account being useable by a user to receive and send messages;

5 a financial server adapted to receive a financial commodity and to deposit said financial commodity into a predetermined user financial account; and

means for depositing into a user message account associated with the predetermined user financial account a receipt message including information indicative of deposit of the financial commodity into the predetermined user financial account.

10

The financial commodity may correspond to a monetary value or to reward points of a customer loyalty scheme.

15 Preferably, a user message account includes a voicemail account, the arrangement being such that a user can retrieve messages from the voicemail account by accessing the network from an external user interface.

20 A user may retrieve electronic messages by accessing the network from an external computer terminal or through a computer network such as the world wide web.

25 The network preferably includes a Text To Speech (TTS) converter, adapted to cooperate with said user message accounts so that electronic text messages are retrievable from a user message account as voice messages.

30 This fourth form of the present invention facilitates telephone and internet banking by co-locating a user message account and the corresponding user financial account. All financial transactions including payments, withdrawals and deposits generate messages relating to those transactions in the appropriate user message account.

In a fifth form, the invention resides in a document delivery system including:
a plurality of user accounts, each user account being associated with a user

- 5 -

and each user account including a message account and a financial account, each financial account being arranged to receive a user financial statement message indicative of a financial liability associated with the user;

5 message retrieval means for retrieving financial statement messages from said message account; and

means for facilitating payment towards the financial liability associated with the user by transferring a financial commodity from the financial account associated with the user.

10 Preferably, the financial statement messages are received from an external entity and the financial commodity transfer means includes means for transferring a financial commodity to a financial account specified by said entity.

15 The financial statements may be related to receipt of funds into a user's financial transaction account, transfer of funds from a user's account, a financial liability of a user such as a credit card debt, loan repayment or invoice, or an investment related statement such as an interest bearing deposit, a share distribution statement, or a share purchase or registration record.

20 In order to assist startup viability of the new system, it is preferred that the financial accounts in the fourth and fifth forms of the invention are accounts existing within an established institution to which respective linked mail accounts are then added.

25 A sixth form of the invention resides in a telecommunication system including means for establishing a connection with an external user interface device through a telecommunications link;

a random access memory;

means for allocating a portion of the random access memory to a user;

30 means for loading at least one software application into said allocated random access memory portion for the purpose of carrying out at least one user

- 5A -

requested process;

means for conveying a viewable or audible representation of the at least one process to the user through the connection; and

means for receiving commands for the at least one process from a user through the connection;

said allocated random access memory portion being made available for re-allocation to a different user in response to either termination of the user connection or a conclusion of said process operating in said allocated random access memory.

Preferably, the system further includes processing means adapted to carry out said one or more processes in response to the commands.

- 24 -

THE CLAIMS DEFINING THE INVENTION ARE AS FOLLOWS:

1. A mail system accessible by a caller using a first communications link, said system including:
 - 5 a plurality of client mail accounts, each client mail account being associated with a client;
 - means for receiving and storing messages in the client mail accounts;
 - means for identifying and verifying the identity of a caller;
 - means for retrieving messages from the client mail accounts;
 - 10 means for establishing a second communications link from the mail system to an address selected by a caller;
 - means for connecting the caller through the first communications link to the second communications link and thereby to the selected address; and
 - means for maintaining the first communications link upon termination of the
 - 15 second communications link.
2. A mail system as claimed in Claim 1, wherein the second communications link connects the caller to one of a limited number of addresses specified by the caller.
- 20 3. A mail system as claimed in Claim 1 or Claim 2, wherein the first communications link connects a user interface device associated with a caller to the mail system.
4. A mail system as claimed in Claim 3, wherein the user interface device is a
 - 25 telephone, cellular phone, pager, computing device, or Wireless Application Protocol (WAP) terminal.
5. A mail system as claimed in any one of Claims 1 to 4, wherein:
 - the second communications link connects the mail system to an extension of a
 - 30 Public Switched Telephone Network (PSTN); and
 - the mail system further includes means for detecting a busy or engaged signal on said extension, and means for automatically establishing the second communications link between a caller and said extension through said mail system when said busy signal or said engaged signal is no longer detected.
 - 35
6. A mail system as claimed in any one of Claims 1 to 5, further including means for storing messages in the client mail accounts in electronic form such that said

- 25 -

messages can be retrieved by a caller using a computing device and a modem.

7. A mail system as claimed in any one of Claims 1 to 6, further including means for converting messages stored in electronic form to voice messages so that a caller may retrieve voice messages from the mail system.

8. A mail system as claimed in any one of Claims 1 to 7, further including voice recognition means adapted to recognise speech and to generate system commands in response to the recognised speech.

9. A mail system including:
a voice user interface;
a graphical user interface;
a user menu having a plurality of user selectable options, each user having an associated user menu;
means to convey said user menu to a user through said voice user interface;
and
means to convey said user menu to a user through said graphical user interface;
wherein the user menu associated with each user is customisable by the user using either the voice user interface or the graphical user interface.

10. A mail system as claimed in Claim 9, wherein the structure of the user menu conveyed through the voice user interface corresponds to the structure of the user menu conveyed through the graphical user interface.

11. A telecommunications network including:
a plurality of user accounts, each user account being associated with a user and each user account including a user message account and a user financial account, the user message account being useable by a user to receive and send messages;
a financial server adapted to receive a financial commodity and to deposit said financial commodity into a predetermined user financial account; and
means for depositing into a user message account associated with the predetermined user financial account a receipt message including information indicative of deposit of the financial commodity into the predetermined user financial account.

12. A telecommunications network as claimed in Claim 11, wherein the financial commodity corresponds to a monetary value.

- 26 -

13. A telecommunications network as claimed in Claim 11, wherein the financial commodity corresponds to reward points of a customer loyalty scheme.

5 14. A telecommunications network as claimed in any one of Claims 11 to 13, wherein the user message account includes a voicemail account, the arrangement being such that a user is able to retrieve messages from the voicemail account by accessing the network from an external user interface.

10 15. A telecommunications network as claimed in any one of Claims 11 to 14, wherein the user message account includes an electronic mail account arranged to receive messages in electronic form.

15 16. A telecommunications network as claimed in any one of Claims 11 to 15, further including a text to speech converter adapted to cooperate with the user message accounts so that electronic text messages are retrievable from the user message accounts as voice messages.

20 17. A telecommunications network as claimed in any one of Claims 11 to 16, further including voice recognition means.

25 18. A document delivery system including:
a plurality of user accounts, each user account being associated with a user and each user account including a message account and a financial account, each financial account being arranged to receive a user financial statement message indicative of a financial liability associated with the user;

message retrieval means for retrieving financial statement messages from said message account; and

30 means for facilitating payment towards the financial liability associated with the user by transferring a financial commodity from the financial account associated with the user.

35 19. A document delivery system as claimed in Claim 18, wherein the user financial statement message is received from an entity external to the document delivery system, and the means for facilitating payment includes means for transferring a financial commodity to a financial account specified by the entity.

20. A telecommunications system including

- 27 -

means for establishing a connection with an external user interface device through a telecommunications link;

a random access memory;

means for allocating a portion of the random access memory to a user;

5 means for loading at least one software application into said allocated random access memory portion for the purpose of carrying out at least one user requested process;

means for conveying a viewable or audible representation of the at least one process to the user through the connection; and

10 means for receiving commands for the at least one process from a user through the connection;

said allocated random access memory portion being made available for re-allocation to a different user in response to either termination of the user connection or a conclusion of said process operating in said allocated random access memory.

15

21. A telecommunications system as claimed in Claim 20, further including processing means adapted to carry out said process.

20 22. A telecommunications system as claimed in Claim 20 or Claim 21, further including means for identifying a user as one of a plurality of user types, wherein at least one of said software applications is loaded depending on said user types.

23. A telecommunications system as claimed in any one of Claims 20 to 22, wherein access to the allocated random access memory portion is provided on two or more levels, access to at least one of those levels being protected by a firewall.

25

24. A telecommunications system as claimed in Claim 23, wherein the level of access provided to a user determines the data that a user can view or retrieve and/or the software applications that the user can access.

30

25. A telecommunications system as claimed in any one of Claims 20 to 24, further including software storage means linked to the random access memory.

26. A telecommunications system as claimed in any one of Claims 20 to 24, further including software access means linked to the random access memory, the software access means being adapted to access software stored at a remote location.

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INTERNATIONAL SEARCH REPORT

International application No.
PCT/AU 00/00430

A. CLASSIFICATION OF SUBJECT MATTER					
Int Cl ⁷ : H04L 012/66, H04M 1/64, 3/50, G06F.13/38					
According to International Patent Classification (IPC) or to both national classification and IPC					
B. FIELDS SEARCHED					
Minimum documentation searched (classification system followed by classification symbols)					
IPC: AS ABOVE					
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched					
Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)					
WPAT,INSPEC (link, mail, voice)					
C. DOCUMENTS CONSIDERED TO BE RELEVANT					
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.			
P,X	US 6028917 (Creamer et al.) 22 February 2000 Abstract, figures column 3, lines 44-65	1			
P,X	EP 955764 (Trerskoy) 10 November 1999 Abstract, Column 10, line 54-58	1			
P,X	US 5974449 (Chang et.al) 26 October Abstract, column 7, line 20-40	1			
<div style="display: flex; justify-content: space-between;"> <input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C <input checked="" type="checkbox"/> See patent family annex </div>					
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> <p>* Special categories of cited documents:</p> <p>"A" Document defining the general state of the art which is not considered to be of particular relevance</p> <p>"E" earlier application or patent but published on or after the international filing date</p> <p>"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>"O" document referring to an oral disclosure, use, exhibition or other means</p> <p>"P" document published prior to the international filing date but later than the priority date claimed</p> </td> <td style="width: 33%; vertical-align: top;"> <p>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</p> <p>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</p> <p>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</p> <p>"&" document member of the same patent family</p> </td> <td style="width: 33%;"></td> </tr> </table>			<p>* Special categories of cited documents:</p> <p>"A" Document defining the general state of the art which is not considered to be of particular relevance</p> <p>"E" earlier application or patent but published on or after the international filing date</p> <p>"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>"O" document referring to an oral disclosure, use, exhibition or other means</p> <p>"P" document published prior to the international filing date but later than the priority date claimed</p>	<p>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</p> <p>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</p> <p>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</p> <p>"&" document member of the same patent family</p>	
<p>* Special categories of cited documents:</p> <p>"A" Document defining the general state of the art which is not considered to be of particular relevance</p> <p>"E" earlier application or patent but published on or after the international filing date</p> <p>"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>"O" document referring to an oral disclosure, use, exhibition or other means</p> <p>"P" document published prior to the international filing date but later than the priority date claimed</p>	<p>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</p> <p>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</p> <p>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</p> <p>"&" document member of the same patent family</p>				
Date of the actual completion of the international search 06 July 2000		Date of mailing of the international search report 31 JUL 2000			
Name and mailing address of the ISA/AU AUSTRALIAN PATENT OFFICE PO BOX 200 WODEN ACT 2606 AUSTRALIA E-mail address: pct@ipaustrialia.gov.au Facsimile No.: (02) 6285 3929		Authorized officer DALE E. SIVER Telephone No.: (02) 6283 2196			

INTERNATIONAL SEARCH REPORT

International application No.

PCT/AU 00/00430

C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
P,X	EP 951165 (Siemens Information and Communication Networks) column 8, lines 30-52	1, 10
X	WO 99/21344 (Sandlerman) 29 April 1999 page 33, lines 28-31, claims 13,23, Abstract	14,15
X	US 5867495 (Elliott et al.) 2 February 1999 whole document, see column 56, line 44 to column 57, line 16 and see columns 67-69	1, 14, 25-27
X	US5568540 (Grero et al.) 22 October 1996 abstract, column 2, lines 4-5, lines 14-17	14, 15
X	WO 96/20553 (Alphanet Telecom) 4 July 1996 whole document	1 to 9, 14, 15
X	US 5473143 (Vak et al.) 5 December 1995 column 7, lines 20-35, 41-47, 50-55, 61-64, column 8, lines 14-16, column 31 lines 11-17	14, 16, 23 10, 17-22
X	US 5349636 (Iribarren) 20 September 1994	1-8
Y	abstract, figures, column 1, line 63 to column 2, line 37 column 2, lines 64-68, column 3, lines 18-21, column 7, lines 7-22, column 8, lines 13-18, 56-58, column 9, lines 25-36	25
X	US 5220501 (Laalor et al.) 15 June 1993 abstract, columns 1-2, claims 22,28	16, 17, 23, 24
P,Y	US 5946377 (Wolf) 31 August 1999 columns, 1 and 2, abstract	10
Y	WO 97/50236 (Brendzel) 31 December 1997 Abstract, figures, summary	10

INTERNATIONAL SEARCH REPORT

International Application No.

PCT/AU 00/00430

Box I Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This international search report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

- ☐ Claims Nos.:
because they relate to parts of the international application that do not comply with the prescribed requirements to such an extent that no meaningful international search can be carried out, specifically:

3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a)

Box II Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

1. Claim 1 - retrieving mail while two links are active (eg. Phone doubler).
2. Claim 10 - mail system with GUI structure conveyed to user.
3. Claim 14 - mail system with external communication link.
4. Claim 16,23 - telecommunication network with user accounts incl. messaging, financial server.
5. Claim 25 - data storage sites, allocating ram for software applications.

1. ☒ As all required additional search fees were timely paid by the applicant, this international search report covers all searchable claims
2. ☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this international search report covers only those claims for which fees were paid, specifically claims Nos.:

4. ☐ No required additional search fees were timely paid by the applicant. Consequently, this international search report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest.
- ☐ No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.
PCT/AU 00/00430

This Annex lists the known "A" publication level patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

Patent Document Cited in Search Report		Patent Family Member					
US	6028917	US	835147				
EP	955764	US	60516				
US	5974449	US	853290				
EP	951165	US	62501				
WO	9921344	AU	9558198	IL	121999	WO	9921344
US	5867495	AU	5686798	BR	9714315	NO	992354
		US	758734	EP	950308	US	5867495
		WO	9823080	US	5867494	US	752271
		AP	9901547	WO	9721174		
US	5568540	US	5581604	US	5434906	US	5625676
		US	5533102				
WO	9620553	CN	1173260	AU	4294996	JP	10511823
		EP	0799543	CA	2139081	NZ	297714
		US	5608786	US	6067350		
US	5473143	AU	9042891	CA	2119563	JP	7508362
		BR	9107319	EP	0605418	US	5265033
		WO	93065033	AU	7965094	CA	2172841
		WO	9510081				
US	5349636	US	5530740	US	5737395	AU	3054997
		WO	9740612				
US	5220501	AT	182412	CA	2069955	EP	0584287
		AU	7038791	DE	69033218	WO	9109370
		US	5870724				
US	5946377	US	541434				
WO	97/50236	US	5912952				